

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2009
This Page Pursuant to Administrative Code Part 730 Section 115

Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)

	April	May	June	Qtr Average
IL TOTAL	1.74	1.79	1.94	1.82

Operator Answer Time - Information - Section 730.510(a)(1)

	April	May	June	Qtr Average
IL TOTAL	4.32	4.37	4.57	4.42

Repair Office Answer Time - Section 730.510(b)(1)

	April	May	June	Qtr Average
IL TOTAL	64.50	56.74	58.44	59.81

Business or Customer Service Answer Time - Section 730.510(b)(1)

Customer Class	April	May	June	Qtr Average
Consumer	24.56	28.15	31.03	27.96
Business	25.67	35.07	28.41	29.50
IL TOTAL	24.71	29.09	30.69	28.17

Percent of Service Installations - Section 730.540(a)

Geographic Area	April	May	June	Qtr Average
IL Chicago Beverly	86.96%	91.01%	88.31%	88.72%
IL Chicago Loop	92.04%	95.61%	95.63%	94.47%
IL Chicago Montrose	96.89%	96.71%	96.59%	96.74%
IL Chicago Prospect	93.50%	97.63%	95.84%	95.60%
IL Chicago Ronald	95.88%	98.04%	97.56%	97.12%
IL Chicago Stewart	87.75%	89.52%	84.26%	87.22%
IL East St.Louis	96.45%	97.26%	97.49%	97.07%
IL Evanston	95.13%	94.40%	95.83%	95.12%
IL Gurnee	97.16%	97.86%	98.32%	97.78%
IL Joliet	96.09%	97.16%	97.56%	96.92%
IL Kankakee	97.09%	97.77%	98.34%	97.73%
IL McHenry	96.60%	97.46%	98.01%	97.32%
IL Montgomery	97.43%	97.67%	97.54%	97.54%
IL Orland	95.42%	98.52%	98.11%	97.28%
IL Peoria	97.79%	97.50%	98.34%	97.88%
IL Rockford	97.70%	97.94%	98.85%	98.15%
IL Springfield	97.78%	98.65%	98.46%	98.31%
IL St. Charles	96.02%	97.73%	97.98%	97.20%
IL Villa Park	97.12%	97.61%	98.07%	97.59%
IL Unknown				
IL TOTAL	95.32%	96.70%	96.45%	96.14%

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Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)

Geographic Area	April	May	June	Qtr Average
IL Chicago Beverly	98.03%	98.02%	98.08%	98.04%
IL Chicago Loop	96.82%	94.58%	94.87%	95.42%
IL Chicago Montrose	98.51%	97.65%	83.20%	92.34%
IL Chicago Prospect	99.19%	97.97%	97.29%	98.13%
IL Chicago Ronald	96.51%	98.11%	94.89%	96.45%
IL Chicago Stewart	98.03%	98.67%	97.05%	97.91%
IL East St.Louis	95.41%	90.62%	92.33%	92.58%
IL Evanston	97.23%	97.14%	94.81%	96.40%
IL Gurnee	97.63%	97.90%	96.20%	97.18%
IL Joliet	95.66%	95.81%	93.45%	94.97%
IL Kankakee	97.11%	91.25%	96.26%	94.71%
IL McHenry	98.72%	97.26%	92.47%	96.02%
IL Montgomery	97.71%	95.88%	94.95%	96.09%
IL Orland	96.34%	97.11%	97.53%	97.00%
IL Peoria	96.62%	90.09%	89.63%	91.82%
IL Rockford	98.76%	96.21%	96.29%	97.03%
IL Springfield	98.22%	97.02%	95.02%	96.65%
IL St. Charles	94.66%	94.71%	94.34%	94.57%
IL Villa Park	96.08%	95.01%	96.06%	95.70%
IL Unknown	91.67%	79.17%	56.52%	72.88%
IL TOTAL	97.28%	96.03%	94.55%	95.91%

Trouble Reports per 100 Access Lines - Section 730.545(a)

Geographic Area	April	May	June	Qtr Average
IL Chicago Beverly	2.86	2.57	2.77	2.73
IL Chicago Loop	0.52	0.54	0.58	0.55
IL Chicago Montrose	1.28	1.27	1.86	1.47
IL Chicago Prospect	2.87	2.83	3.18	2.96
IL Chicago Ronald	1.84	1.65	2.26	1.91
IL Chicago Stewart	3.16	2.81	3.23	3.06
IL East St.Louis	1.42	1.97	2.16	1.85
IL Evanston	1.47	1.42	1.71	1.53
IL Gurnee	1.03	1.03	1.25	1.1
IL Joliet	1.34	1.43	1.45	1.41
IL Kankakee	2.03	2.21	2.18	2.14
IL McHenry	1.1	1.11	1.31	1.17
IL Montgomery	1.21	1.34	1.49	1.34
IL Orland	2.1	2.07	2.06	2.08
IL Peoria	1.22	1.56	1.77	1.52
IL Rockford	1.4	1.53	1.95	1.62
IL Springfield	1.34	1.71	1.83	1.63
IL St. Charles	1.25	1.44	1.43	1.37
IL Villa Park	1.35	1.61	1.65	1.54
IL Unknown	13.18	26.36	26.19	21.88
IL TOTAL	1.46	1.54	1.74	1.58

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Percent Repeat Trouble reports - Section 730.545(c)

Geographic Area	April	May	June	Qtr Average
IL Chicago Beverly	7.31%	8.39%	5.77%	7.13%
IL Chicago Loop	6.51%	6.92%	6.61%	6.68%
IL Chicago Montrose	5.29%	4.50%	5.40%	5.10%
IL Chicago Prospect	7.39%	8.05%	6.63%	7.33%
IL Chicago Ronald	8.24%	8.10%	5.60%	7.18%
IL Chicago Stewart	7.71%	9.16%	6.80%	7.84%
IL East St.Louis	7.57%	6.62%	9.11%	7.84%
IL Evanston	5.61%	8.07%	4.92%	6.12%
IL Gurnee	6.46%	7.93%	5.91%	6.71%
IL Joliet	7.93%	8.27%	8.92%	8.38%
IL Kankakee	9.39%	8.41%	9.17%	8.98%
IL McHenry	6.20%	6.65%	7.46%	6.79%
IL Montgomery	8.13%	9.79%	8.61%	8.86%
IL Orland	8.31%	9.24%	8.58%	8.71%
IL Peoria	8.03%	8.52%	8.28%	8.29%
IL Rockford	9.33%	9.69%	9.02%	9.32%
IL Springfield	8.64%	9.27%	9.55%	9.20%
IL St. Charles	7.13%	7.80%	7.65%	7.54%
IL Villa Park	8.87%	9.07%	8.20%	8.70%
IL Unknown	0.00%	5.71%	24.24%	11.76%
IL TOTAL	7.56%	8.17%	7.38%	7.69%

Percent of Installation Trouble reports - Section 730.545(f)

Geographic Area	April	May	June	Qtr Average
IL Chicago Beverly	18.78%	11.82%	18.79%	16.45%
IL Chicago Loop	13.23%	8.39%	10.37%	10.66%
IL Chicago Montrose	15.41%	9.56%	14.49%	13.04%
IL Chicago Prospect	16.52%	11.89%	18.96%	15.78%
IL Chicago Ronald	16.72%	10.33%	16.00%	14.46%
IL Chicago Stewart	16.86%	12.10%	17.77%	15.56%
IL East St.Louis	12.52%	8.61%	13.98%	11.79%
IL Evanston	14.69%	10.24%	15.06%	13.25%
IL Gurnee	13.29%	10.73%	13.65%	12.58%
IL Joliet	16.56%	9.83%	16.27%	14.27%
IL Kankakee	17.16%	10.92%	14.96%	14.36%
IL McHenry	12.79%	7.68%	13.46%	11.36%
IL Montgomery	15.42%	8.29%	13.02%	12.24%
IL Orland	16.14%	9.92%	15.75%	14.04%
IL Peoria	13.34%	7.89%	14.19%	11.91%
IL Rockford	12.53%	7.99%	12.60%	11.00%
IL Springfield	12.54%	8.65%	12.76%	11.29%
IL St. Charles	10.64%	8.28%	12.54%	10.45%
IL Villa Park	15.58%	9.76%	13.02%	12.79%
IL Unknown	-	-	-	-
IL TOTAL	14.77%	9.65%	14.57%	13.01%

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Missed Repair Appointments - Section 730.545(h)

Geographic Area	April	May	June	Qtr Average
IL Chicago Beverly	42	49	70	54
IL Chicago Loop	50	52	40	47
IL Chicago Montrose	21	25	103	50
IL Chicago Prospect	28	31	78	46
IL Chicago Ronald	27	22	64	38
IL Chicago Stewart	43	31	67	47
IL East St.Louis	17	26	43	29
IL Evanston	33	36	71	47
IL Gurnee	32	17	35	28
IL Joliet	14	16	16	15
IL Kankakee	21	18	13	17
IL McHenry	15	25	50	30
IL Montgomery	11	26	19	19
IL Orland	36	46	27	36
IL Peoria	4	16	46	22
IL Rockford	13	15	47	25
IL Springfield	8	10	23	14
IL St. Charles	35	46	26	36
IL Villa Park	26	50	33	36
IL Unknown	0	0	0	0
IL TOTAL	476	557	871	635

Missed Installation Appointments - Section 730.545(d)

Geographic Area	April	May	June	Qtr Average
IL Chicago Beverly	17	20	22	20
IL Chicago Loop	23	20	25	23
IL Chicago Montrose	27	15	22	21
IL Chicago Prospect	25	28	24	26
IL Chicago Ronald	26	15	24	22
IL Chicago Stewart	18	13	32	21
IL East St.Louis	18	14	24	19
IL Evanston	26	21	21	23
IL Gurnee	21	13	21	18
IL Joliet	11	11	25	16
IL Kankakee	14	7	8	10
IL McHenry	13	13	12	13
IL Montgomery	21	14	27	21
IL Orland	29	21	24	25
IL Peoria	13	4	9	9
IL Rockford	8	20	13	14
IL Springfield	8	10	13	10
IL St. Charles	13	13	31	19
IL Villa Park	26	18	27	24
IL Unknown	0	0	0	0
IL TOTAL	357	290	404	350

Illinois Bell Telephone Company (AT&T Illinois)
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Out of Service Over 24 Hours Credits

April 2009

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Chicago Beverly	\$171.00	36	4	0	2	0	611	0
IL Chicago Loop	\$78.07	24	4	2	0	0	353	0
IL Chicago Montrose	\$106.16	21	3	0	1	0	404	0
IL Chicago Prospect	\$158.07	15	1	2	0	2	386	0
IL Chicago Ronald	\$263.28	80	9	0	1	1	470	0
IL Chicago Stewart	\$189.20	29	3	2	0	1	471	0
IL East St.Louis	\$109.53	54	6	0	0	0	238	0
IL Evanston	\$120.23	53	2	2	0	0	323	0
IL Gurnee	\$86.13	34	2	1	0	1	247	0
IL Joliet	\$119.11	43	4	2	0	0	95	0
IL Kankakee	\$55.68	35	2	0	0	0	180	0
IL McHenry	\$137.63	21	10	1	0	0	158	0
IL Montgomery	\$120.97	35	7	1	0	0	115	0
IL Orland	\$286.62	86	10	0	0	2	436	0
IL Peoria	\$169.30	34	5	0	1	1	153	0
IL Rockford	\$24.00	17	1	0	0	0	97	0
IL Springfield	\$99.75	26	6	2	0	0	96	0
IL St. Charles	\$336.12	69	9	3	1	2	226	0
IL Villa Park	\$267.00	77	6	4	1	1	293	0
IL Unknown	\$0.00	0	0	0	0	0	1	0
IL TOTAL	\$2,897.85	789	94	22	7	11	5,353	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2009, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 4 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Out of Service Over 24 Hours Credits

May 2009

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Chicago Beverly	\$128.48	36	4	0	1	0	481	0
IL Chicago Loop	\$75.69	43	0	2	0	0	422	0
IL Chicago Montrose	\$145.98	36	3	3	0	0	765	0
IL Chicago Prospect	\$106.09	49	4	0	0	0	553	0
IL Chicago Ronald	\$93.23	41	3	0	1	0	608	0
IL Chicago Stewart	\$110.50	20	2	1	0	1	406	0
IL East St.Louis	\$385.77	149	19	1	1	1	592	0
IL Evanston	\$130.12	48	4	2	0	0	508	0
IL Gurnee	\$172.53	34	4	2	0	2	228	0
IL Joliet	\$127.96	50	6	0	0	0	129	0
IL Kankakee	\$617.28	115	26	2	2	3	195	0
IL McHenry	\$235.65	52	5	1	2	1	282	0
IL Montgomery	\$142.88	61	8	0	0	0	153	0
IL Orland	\$266.32	76	13	1	0	0	545	0
IL Peoria	\$312.58	154	7	3	2	0	454	0
IL Rockford	\$65.58	53	3	0	0	0	208	0
IL Springfield	\$106.61	62	5	0	0	0	210	0
IL St. Charles	\$201.12	82	13	1	0	0	365	0
IL Villa Park	\$596.62	113	21	3	2	6	823	0
IL Unknown	\$0.00	0	0	0	0	0	8	0
IL TOTAL	\$4,020.99	1,274	150	22	11	14	7,935	0

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Out of Service Over 24 Hours Credits

June 2009

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Chicago Beverly	\$296.50	49	5	3	0	1	498	0
IL Chicago Loop	\$208.68	44	8	2	0	0	503	0
IL Chicago Montrose	\$1,659.51	314	85	10	4	4	1,354	0
IL Chicago Prospect	\$273.98	84	6	3	0	2	778	0
IL Chicago Ronald	\$607.86	104	16	9	1	1	1,445	0
IL Chicago Stewart	\$369.86	59	6	7	0	1	551	0
IL East St.Louis	\$472.18	139	15	4	1	3	658	0
IL Evanston	\$434.07	102	17	4	2	1	1,039	0
IL Gurnee	\$181.57	89	4	1	0	0	359	0
IL Joliet	\$239.16	68	10	1	0	1	167	0
IL Kankakee	\$259.85	53	2	2	3	0	200	0
IL McHenry	\$376.62	139	12	2	2	2	364	0
IL Montgomery	\$187.52	69	8	0	1	0	196	0
IL Orland	\$224.76	63	6	1	0	1	362	0
IL Peoria	\$633.69	137	31	5	5	3	664	0
IL Rockford	\$865.14	151	23	9	11	1	431	0
IL Springfield	\$497.38	98	16	4	3	4	287	0
IL St. Charles	\$232.55	79	9	2	0	0	247	0
IL Villa Park	\$297.46	181	10	1	0	0	540	0
IL Unknown	\$0.00	0	0	0	0	0	3	0
IL TOTAL	\$8,318.34	2,022	289	70	33	25	10,646	0

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Delayed Instalation Credits

April 2009

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Chicago Beverly	\$1,566.40	36	0	3	(39)	0
IL Chicago Loop	\$1,238.44	31	0	1	(32)	0
IL Chicago Montrose	\$543.33	19	1	0	(20)	0
IL Chicago Prospect	\$788.73	34	0	0	(34)	0
IL Chicago Ronald	\$1,015.95	21	0	1	(22)	0
IL Chicago Stewart	\$1,433.26	43	0	2	(45)	0
IL East St.Louis	\$453.74	8	1	1	(10)	0
IL Evanston	\$434.66	10	0	1	(11)	0
IL Gurnee	\$822.55	17	0	1	(18)	0
IL Joliet	\$565.89	13	0	1	(14)	0
IL Kankakee	\$444.26	14	1	1	(16)	0
IL McHenry	\$2,607.79	14	0	5	(19)	0
IL Montgomery	\$311.69	8	1	0	(9)	0
IL Orland	\$808.42	28	0	0	(28)	0
IL Peoria	\$384.21	13	0	0	(13)	0
IL Rockford	\$564.77	12	0	1	(13)	0
IL Springfield	\$601.25	14	0	1	(15)	0
IL St. Charles	\$226.56	14	0	0	(14)	0
IL Villa Park	\$1,146.22	18	0	3	(21)	0
IL Unknown	\$0.00	0	0	0	0	0
IL TOTAL	\$15,958.12	367	4	22	(393)	0

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Delayed Instalation Credits

May 2009

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Chicago Beverly	\$312.16	15	0	0	(15)	0
IL Chicago Loop	\$547.85	20	0	0	(20)	0
IL Chicago Montrose	\$509.53	15	0	1	(16)	0
IL Chicago Prospect	\$1,164.71	20	1	2	(23)	0
IL Chicago Ronald	\$374.01	13	0	0	(13)	0
IL Chicago Stewart	\$379.85	15	0	1	(16)	0
IL East St.Louis	\$392.16	14	0	0	(14)	0
IL Evanston	\$555.72	17	1	0	(18)	0
IL Gurnee	\$397.84	15	0	0	(15)	0
IL Joliet	\$420.58	8	0	0	(8)	0
IL Kankakee	\$2,861.93	5	0	3	(8)	0
IL McHenry	\$424.39	10	1	0	(11)	0
IL Montgomery	\$392.17	9	1	0	(10)	0
IL Orland	\$354.67	10	1	0	(11)	0
IL Peoria	\$586.15	10	0	1	(11)	0
IL Rockford	\$605.13	5	0	2	(7)	0
IL Springfield	\$200.58	7	0	0	(7)	0
IL St. Charles	\$293.35	9	0	1	(10)	0
IL Villa Park	\$283.89	9	0	0	(9)	0
IL Unknown	\$0.00	0	0	0	0	0
IL TOTAL	\$11,056.67	226	5	11	(242)	0

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Delayed Instalation Credits

June 2009

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Chicago Beverly	\$486.06	24	0	0	(24)	0
IL Chicago Loop	\$1,328.14	24	1	1	(26)	0
IL Chicago Montrose	\$520.85	20	0	0	(20)	0
IL Chicago Prospect	\$917.81	31	1	0	(32)	0
IL Chicago Ronald	\$342.82	14	0	0	(14)	0
IL Chicago Stewart	\$1,141.25	27	1	1	(29)	0
IL East St.Louis	\$818.76	21	0	2	(23)	0
IL Evanston	\$451.16	13	0	0	(13)	0
IL Gurnee	\$198.98	10	0	0	(10)	0
IL Joliet	\$91.76	6	0	0	(6)	0
IL Kankakee	\$425.50	4	0	2	(6)	0
IL McHenry	\$692.53	11	0	2	(13)	0
IL Montgomery	\$541.12	13	2	0	(15)	0
IL Orland	\$406.76	16	0	0	(16)	0
IL Peoria	\$362.18	6	0	1	(7)	0
IL Rockford	\$662.59	10	0	1	(11)	0
IL Springfield	\$683.70	11	0	2	(13)	0
IL St. Charles	\$511.33	11	0	1	(12)	0
IL Villa Park	\$400.74	13	0	0	(13)	0
IL Unknown	\$0.00	0	0	0	0	0
IL TOTAL	\$10,984.04	285	5	13	(303)	0

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Missed Appointment Credits

April 2009

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Chicago Beverly	\$2,950.00	59	0
IL Chicago Loop	\$3,650.00	72	0
IL Chicago Montrose	\$2,400.00	48	0
IL Chicago Prospect	\$2,650.00	53	0
IL Chicago Ronald	\$2,650.00	53	0
IL Chicago Stewart	\$3,050.00	61	0
IL East St.Louis	\$1,750.00	35	0
IL Evanston	\$2,950.00	59	0
IL Gurnee	\$2,650.00	52	0
IL Joliet	\$1,250.00	25	0
IL Kankakee	\$1,750.00	35	0
IL McHenry	\$1,400.00	28	0
IL Montgomery	\$1,600.00	32	0
IL Orland	\$3,250.00	65	0
IL Peoria	\$850.00	17	0
IL Rockford	\$1,050.00	21	0
IL Springfield	\$800.00	16	0
IL St. Charles	\$2,400.00	48	0
IL Villa Park	\$2,600.00	52	0
IL Unknown	\$0.00	0	0
IL TOTAL	\$41,650.00	831	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2009, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 4 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2009
This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

May 2009

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Chicago Beverly	\$3,450.00	69	0
IL Chicago Loop	\$3,600.00	72	0
IL Chicago Montrose	\$2,000.00	39	0
IL Chicago Prospect	\$2,950.00	58	0
IL Chicago Ronald	\$1,850.00	37	0
IL Chicago Stewart	\$2,200.00	44	0
IL East St.Louis	\$2,000.00	40	0
IL Evanston	\$2,850.00	57	0
IL Gurnee	\$1,500.00	30	0
IL Joliet	\$1,350.00	27	0
IL Kankakee	\$1,250.00	25	0
IL McHenry	\$1,900.00	38	0
IL Montgomery	\$2,000.00	40	0
IL Orland	\$3,350.00	66	0
IL Peoria	\$1,000.00	20	0
IL Rockford	\$1,750.00	35	0
IL Springfield	\$1,000.00	20	0
IL St. Charles	\$2,950.00	58	0
IL Villa Park	\$3,400.00	68	0
IL Unknown	\$0.00	0	0
IL TOTAL	\$42,350.00	843	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2009, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 4 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2009
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Missed Appointment Credits

June 2009

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Chicago Beverly	\$4,600.00	92	0
IL Chicago Loop	\$3,250.00	65	0
IL Chicago Montrose	\$6,250.00	125	0
IL Chicago Prospect	\$5,100.00	102	0
IL Chicago Ronald	\$4,400.00	88	0
IL Chicago Stewart	\$4,950.00	99	0
IL East St.Louis	\$3,350.00	67	0
IL Evanston	\$4,600.00	92	0
IL Gurnee	\$2,800.00	56	0
IL Joliet	\$2,050.00	40	0
IL Kankakee	\$1,050.00	21	0
IL McHenry	\$3,100.00	62	0
IL Montgomery	\$2,300.00	46	0
IL Orland	\$2,550.00	51	0
IL Peoria	\$2,750.00	54	0
IL Rockford	\$3,000.00	60	0
IL Springfield	\$1,800.00	36	0
IL St. Charles	\$2,850.00	57	0
IL Villa Park	\$3,000.00	59	0
IL Unknown	\$0.00	0	0
IL TOTAL	\$63,750.00	1,272	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2009, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 4 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.